

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

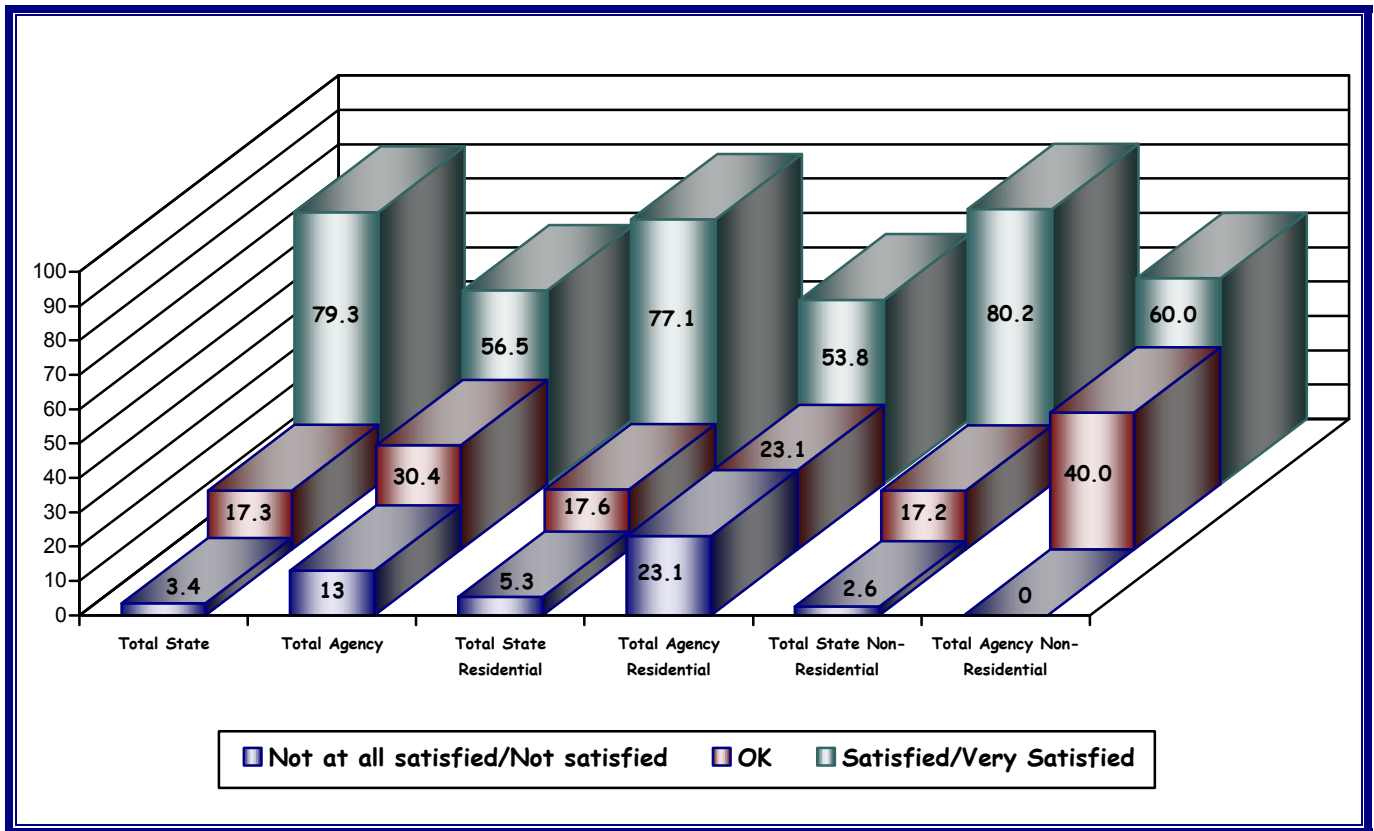
Agency: Preferred Family Healthcare, Inc.

Data: Total St. Charles

Demographics: Total St. Charles

		Agency Survey Returns		
		Total Consumers Total Agency	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	59.1%	41.7%	80.0%
	Female	40.9%	58.3%	20.0%
RACE	White	76.2%	81.8%	70.0%
	Black	9.5%	18.2%	0%
	Hispanic	4.8%	0%	10.0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	9.5%	0%	20.0%
MEAN AGE		15.27	15.17	15.40
	0-17	100.0%	100.0%	100.0%
	18-49	0%	0%	0%
	50+	0%	0%	0%

Overall Satisfaction with Services: Total St. Charles



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was lower than the state average (56.5% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated lower, with a rating of 53.8%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated lower, with a rating of 60.0% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total St. Charles

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	3.30 (23)	4.16 (546)	2.92 (13)	4.24 (1369)	3.80 (10)
with how much your staff know about how to get things done?	4.08 (1911)	3.35 (23)	4.00 (545)	3.00 (13)	4.11 (1366)	3.80 (10)
with how staff keep things about you and your life confidential?	4.21 (1919)	3.14 (22)	4.20 (548)	2.69 (13)	4.21 (1371)	3.78 (9)
that your treatment plan has what you want in it?	4.11 (1907)	3.09 (23)	4.10 (542)	2.85 (13)	4.12 (1365)	3.40 (10)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	3.26 (23)	4.19 (543)	3.31 (13)	4.14 (1355)	3.20 (10)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	3.45 (22)	4.27 (530)	3.00 (12)	4.29 (1346)	4.00 (10)
with the services that you receive?	4.20 (1915)	3.57 (23)	4.14 (546)	3.38 (13)	4.23 (1369)	3.80 (10)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.08 (1373)	3.70 (10)	- (0)	- (0)	4.08 (1373)	3.70 (10)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	3.23 (13)	4.07 (548)	3.23 (13)	- (0)	- (0)
that the environment is clean and comfortable?	4.10 (547)	2.83 (12)	4.10 (547)	2.83 (12)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	2.69 (13)	3.51 (537)	2.69 (13)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	2.77 (13)	3.81 (528)	2.77 (13)	- (0)	- (0)
with the childcare provided by the agency?	3.98 (43)	- (0)	3.98 (43)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 3.09 to 3.57.
- The ratings of the Residential Program for this agency ranged from 2.69 to 3.38. The highest rated item was with the services received and the lowest rated items were with how staff keep things about the consumer's life confidential and with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 3.20 to 4.00. The highest rated item was that staff respects the consumer's ethnic and cultural background and the lowest rated item was that the treatment plan is being followed by those who assist the consumer.

Satisfaction with Quality of Life: Total St. Charles

	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.69 (1904)	2.65 (23)	3.56 (544)	2.54 (13)	3.74 (1360)	2.80 (10)
with where you live?	3.77 (1885)	3.65 (23)	3.79 (541)	3.54 (13)	3.77 (1344)	3.80 (10)
with the amount of choices you have in your life?	3.63 (1917)	3.09 (23)	3.67 (544)	3.15 (13)	3.62 (1373)	3.00 (10)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.59 (22)	3.97 (544)	3.69 (13)	3.76 (1363)	3.44 (9)
with your general health care?	3.80 (1872)	3.09 (22)	3.82 (533)	3.00 (13)	3.80 (1339)	3.22 (9)
with what you do during your free time?	3.74 (1897)	3.04 (23)	3.60 (538)	2.92 (13)	3.79 (1359)	3.20 (10)
How safe do you feel . . .						
in this facility? (<i>Residential Only</i>)	4.25 (547)	3.31 (13)	4.25 (547)	3.31 (13)	- (0)	- (0)
in your home?	4.26 (1897)	4.22 (23)	4.19 (530)	3.92 (13)	4.29 (1367)	4.60 (10)
in your neighborhood?	4.08 (1894)	3.96 (23)	3.96 (532)	3.69 (13)	4.12 (1362)	4.30 (10)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home (mean 4.22) and least satisfied with how they spend their day (mean of 2.65).
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 3.92) and least satisfied with how they spend their day (mean of 2.54).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.60) and least satisfied with how they spend their day (means of 2.80).

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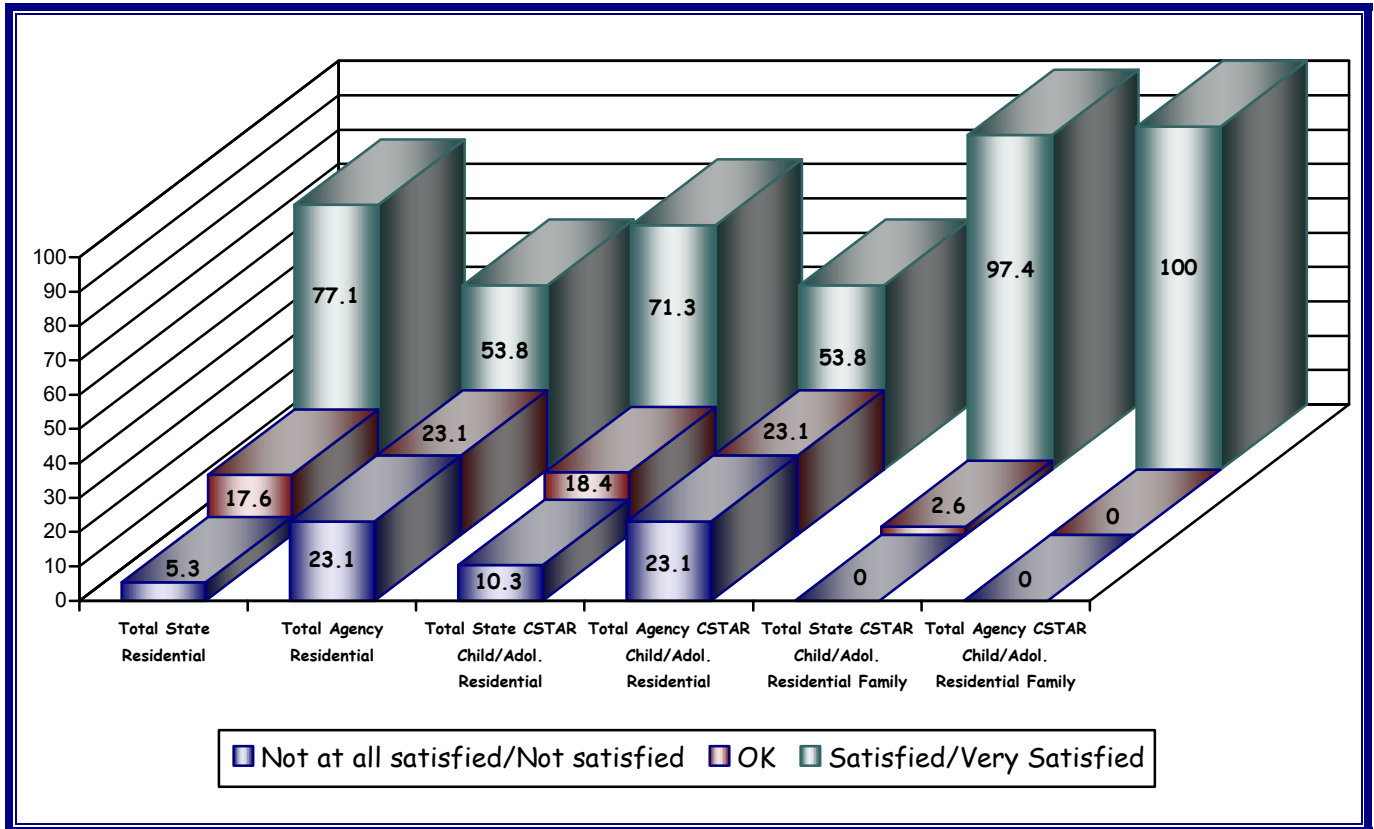
Agency: Preferred Family Healthcare, Inc.

Data: Total St. Charles Residential

Demographics: St. Charles Residential

		Agency Survey Returns		
		Total Consumers Residential	CSTAR Child/Adolescent Consumer	CSTAR Child/Adolescent Family
SEX	Male	41.7%	41.7%	75.0%
	Female	58.3%	58.3%	25.0%
RACE	White	81.8%	81.8%	75.0%
	Black	18.2%	18.2%	0%
	Hispanic	0%	0%	0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	0%	0%	25.0%
MEAN AGE		15.17	15.17	14.25
	0-17	100.0%	100.0%	100.0%
	18-49	0%	0%	0%
	50+	0%	0%	0%

Overall Satisfaction with Services: St. Charles Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (53.8% for this agency versus 77.1% for the state).
- The CSTAR Child/Adolescent Family Members rated services highly (100.0% "satisfied" or "very satisfied" with services).

Satisfaction with Services: St. Charles Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR Child/ Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.16 (546)	2.92 (13)	3.91 (87)	2.92 (13)	4.46 (39)	4.25 (4)
with how much your staff know about how to get things done?	4.00 (545)	3.00 (13)	3.87 (87)	3.00 (13)	4.41 (39)	4.00 (4)
with how staff keep things about you and your life confidential?	4.20 (548)	2.69 (13)	3.93 (86)	2.69 (13)	4.61 (38)	4.33 (3)
that your treatment plan has what you want in it?	4.10 (542)	2.85 (13)	3.94 (87)	2.85 (13)	4.37 (38)	4.33 (3)
that your treatment plan is being followed by those who assist you?	4.19 (543)	3.31 (13)	4.06 (87)	3.31 (13)	4.55 (38)	4.00 (3)
that the agency staff respect your ethnic and cultural background?	4.27 (530)	3.00 (12)	4.17 (86)	3.00 (12)	4.64 (39)	4.50 (4)
with the services that you receive?	4.14 (546)	3.38 (13)	3.97 (87)	3.38 (13)	4.62 (39)	4.50 (4)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	3.23 (13)	3.80 (86)	3.23 (13)	4.64 (39)	4.75 (4)
that the environment is clean and comfortable?	4.10 (547)	2.83 (12)	3.92 (86)	2.83 (12)	4.56 (39)	4.75 (4)
with opportunities for exercise and relaxation?	3.51 (537)	2.69 (13)	3.52 (86)	2.69 (13)	4.38 (39)	4.25 (4)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	2.77 (13)	3.69 (87)	2.77 (13)	4.42 (38)	3.67 (3)
with the childcare provided by the agency?	3.98 (43)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 2.69 to 3.38. The highest rated item for this agency was with the services received (mean of 3.38) and the lowest rated items were with how staff keep things about the consumer's life confidential and with opportunities for exercise and relaxation (means of 2.69).
- The CSTAR Child/Adolescent Family Members were more satisfied with services than the CSTAR Child/Adolescent consumers.

Satisfaction with Quality of Life: St. Charles Residential

	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		CSTAR Child/Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.56 (544)	2.54 (13)	3.24 (87)	2.54 (13)	4.31 (39)	3.75 (4)
with where you live?	3.79 (541)	3.54 (13)	3.80 (87)	3.54 (13)	4.39 (38)	3.67 (3)
with the amount of choices you have in your life?	3.67 (544)	3.15 (13)	3.32 (87)	3.15 (13)	4.31 (39)	3.75 (4)
with the opportunities/chances you have to make friends?	3.97 (544)	3.69 (13)	3.92 (87)	3.69 (13)	4.26 (39)	4.00 (4)
with your general health care?	3.82 (533)	3.00 (13)	3.70 (81)	3.00 (13)	4.46 (39)	4.25 (4)
with what you do during your free time?	3.60 (538)	2.92 (13)	3.50 (86)	2.92 (13)	4.18 (38)	3.25 (4)
How safe do you feel . . .						
in this facility	4.25 (547)	3.31 (13)	4.12 (86)	3.31 (13)	4.66 (38)	4.50 (4)
in your home?	4.19 (530)	3.92 (13)	4.17 (87)	3.92 (13)	4.44 (39)	4.75 (4)
in your neighborhood?	3.96 (532)	3.69 (13)	3.91 (87)	3.69 (13)	4.10 (39)	3.50 (4)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 3.92) and least satisfied with how they spend their day (mean of 2.54).

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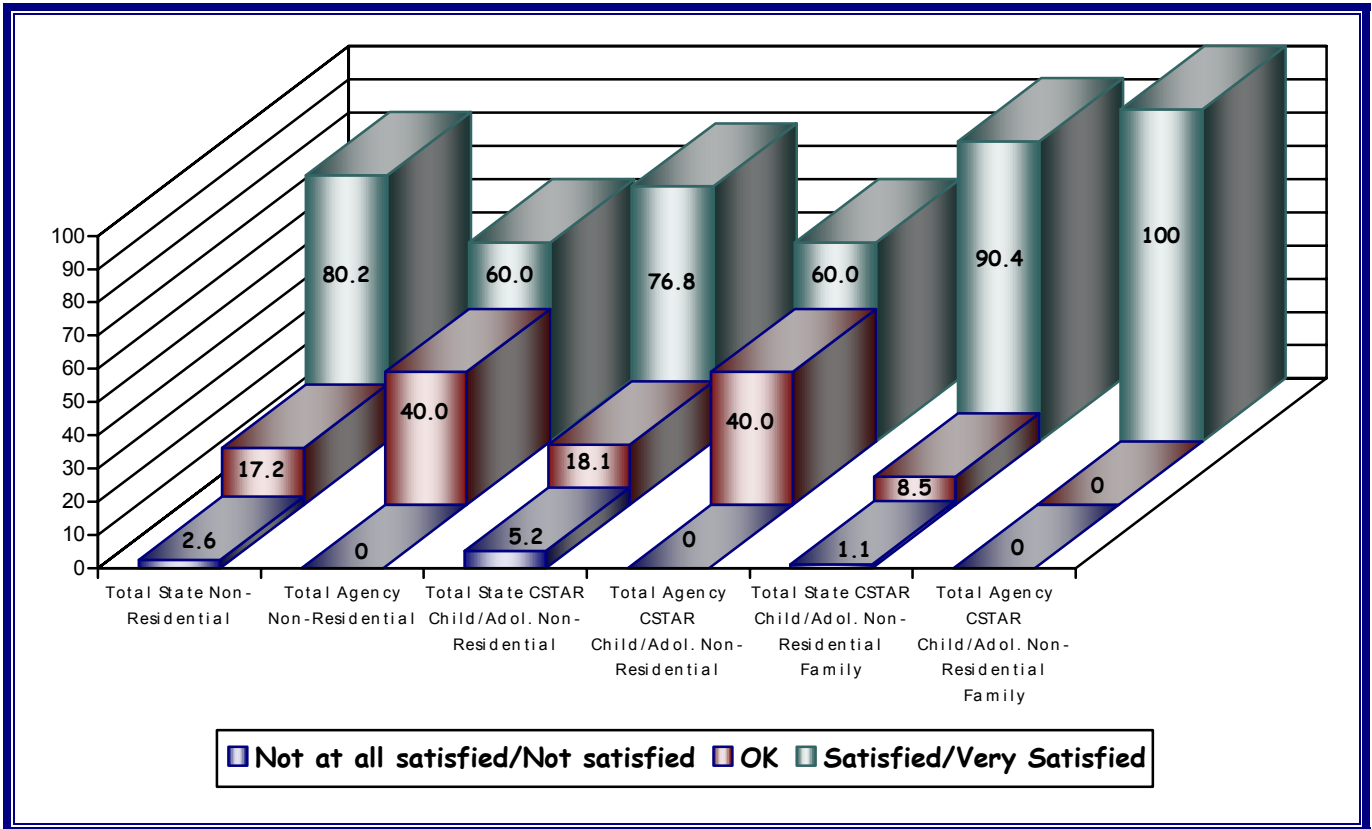
Agency: Preferred Family Healthcare, Inc.

Data: Total St. Charles Non-Residential

Demographics: St. Charles Non-Residential

		Agency Survey Returns		
		Total Consumers Non-Residential	CSTAR Child/Adolescent Non-Residential	CSTAR Child/Adolescent Non-Residential Family
SEX	Male	80.0%	80.0%	100.0%
	Female	20.0%	20.0%	0%
RACE	White	70.0%	70.0%	100.0%
	Black	0%	0%	0%
	Hispanic	10.0%	10.0%	0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	20.0%	20.0%	0%
MEAN AGE		15.40	15.40	14.00
	0-17	100.0%	100.0%	100.0%
	18-49	0%	0%	0%
	50+	0%	0%	0%

Overall Satisfaction with Services: St. Charles Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (60.0% for this agency versus 80.2% for the state).
- The CSTAR Child/Adolescent Family Members were very satisfied with services.

Satisfaction with Services: St. Charles Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumers		CSTAR Child/Adol. Non-Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.24 (1369)	3.80 (10)	4.18 (156)	3.80 (10)	4.55 (94)	5.00 (1)
with how much your staff know about how to get things done?	4.11 (1366)	3.80 (10)	3.99 (155)	3.80 (10)	4.45 (94)	5.00 (1)
with how staff keep things about you and your life confidential?	4.21 (1371)	3.78 (9)	4.23 (154)	3.78 (9)	4.72 (93)	5.00 (1)
that your treatment plan has what you want in it?	4.12 (1365)	3.40 (10)	3.98 (157)	3.40 (10)	4.41 (94)	5.00 (1)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	3.20 (10)	3.85 (156)	3.20 (10)	4.43 (94)	5.00 (1)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.00 (10)	4.33 (156)	4.00 (10)	4.62 (91)	5.00 (1)
with the services that you receive?	4.23 (1369)	3.80 (10)	4.10 (155)	3.80 (10)	4.50 (94)	5.00 (1)
that services are provided in a timely manner?	4.08 (1373)	3.70 (10)	4.00 (155)	3.70 (10)	4.46 (93)	5.00 (1)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 3.20 to 4.40. The highest rated item for this agency was that the agency staff respects the consumer's ethnic and cultural background (means of 4.00). The lowest rated item was that the treatment plan is being followed by those who assist the consumer (mean of 3.20).

Satisfaction with Quality of Life: St. Charles Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.74 (1360)	2.80 (10)	3.52 (153)	2.80 (10)	3.81 (91)	5.00 (1)
with where you live?	3.77 (1344)	3.80 (10)	3.60 (151)	3.80 (10)	4.07 (92)	5.00 (1)
with the amount of choices you have in your life?	3.62 (1373)	3.00 (10)	3.25 (155)	3.00 (10)	4.02 (92)	5.00 (1)
with the opportunities/chances you have to make friends?	3.76 (1363)	3.44 (9)	3.88 (155)	3.44 (9)	3.80 (92)	5.00 (1)
with your general health care?	3.80 (1339)	3.22 (9)	3.74 (139)	3.22 (9)	4.27 (91)	5.00 (1)
with what you do during your free time?	3.79 (1359)	3.20 (10)	3.91 (152)	3.20 (10)	3.87 (92)	5.00 (1)
<i>How safe do you feel...</i>						
in your home?	4.29 (1367)	4.60 (10)	4.55 (155)	4.60 (10)	4.58 (92)	5.00 (1)
in your neighborhood?	4.12 (1362)	4.30 (10)	4.47 (154)	4.30 (10)	4.42 (92)	5.00 (1)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.60) and least satisfied with how they spend their day (mean of 2.80).

